

Tempe Fire Department Policies and Procedures
Secretary
410.02S
Rev 7-13-94

DEFINITION

To perform a variety of responsible secretarial and clerical duties in support of a City department or division; and to provide general information and assistance to the public.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from supervisory or management staff.

May exercise functional and technical supervision over part-time and clerical staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Type and proofread a wide variety of reports, letters, memos, and statistical charts; type from rough draft, verbal instructions, or transcribing machine recordings; compose routine correspondence related to assigned responsibilities.
- Screen mail, office, and telephone callers; respond to complaints and routine requests for information on regulations, procedures, systems, and precedents relating to assigned responsibilities; issue, receive, type, and process various applications, permits and other forms; receive and sort mail.
- Compile data for special projects; collect and assemble data and background materials for a variety of reports.
- Maintain calendars and schedules of activities, meetings, and various events; coordinate activities with other City departments, the public and outside agencies; ensure that meeting facilities are prepared.
- Organize and maintain filing systems; maintain records related to specific area of assignment.
- Verify and review materials for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, and reports; provide information and forms to the public; collect and process appropriate information.
- Implement and assist in developing procedures and policies related to assigned functions.
- Perform general secretarial and clerical work; file, schedule appointments, process personnel, payroll, and purchasing information; order and maintain office supplies.
- Coordinate and participate in preparation and processing of agendas; ensure that staff reports are typed; ensure that agenda packet is complete including all staff reports and related supporting documents; coordinate the duplication, collation, and distribution of agenda packets.
- Operate a variety of office equipment including a computer; input and retrieve data and text; organize

and maintain disc storage and filing.

- May attending meetings, take minutes, and transcribe as necessary.
- May control and monitor petty cash accounts.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar, and punctuation.
- Modern office procedures, methods, and computer equipment.
- Business letter writing and basic report preparation.
- Principles and procedures of recordkeeping.
- Basic principles of supervision and training.
- General statistical procedures.

Ability to:

- Perform responsible secretarial work involving the use of independent judgement and personal initiative.
- Compile and maintain records.
- Type at a speed necessary for successful job performance.
- Work independently in the absence of supervision.
- Take and transcribe dictation at a speed necessary for successful job performance.
- Learn department policies, procedures, organization, and operating details.
- Plan and assign work and training other clerical employees.
- Independently prepare correspondences and memorandums of a routine nature.
- Operate a variety of office equipment including a computer.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible administrative, secretarial, and clerical experience.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized secretarial or clerical course work.